

## **Section 11**

### **APPENDIX 1 – TRAINING AIDS**

## Example of Food Instruments

### ALTERED FOOD INSTRUMENTS

Adding food items with a typewriter or other processor (1 lb. WIC Approved Cheese was added to this food instrument)

<b>ARIZONA DEPARTMENT OF HEALTH SERVICES WIC PROGRAM</b> 1740 WEST ADAMS, PHOENIX, ARIZONA 85007 NEED HELP? Mon. - Fri. 8 AM - 5 PM, Call 1-800-2525-WIC			<b>MISUSE OF DRAFTS SUBJECT TO STATE OR FEDERAL PROSECUTION. VOID IF ALTERED</b>		DRAFT # <b>2740922</b>	<b>75-1248</b> Payable Through FSMC, <b>919</b> AN AFFILIATE OF SECURITY STATE BANK HOWARD LAKE, MN 55349 ACCT# 802070
AGENCY	CLINIC	PARTICIPANT ID	PARTICIPANT NAME	DRAFT TYPE		
07	23	23000008687	KELLY, KAYLA	002661AA		
36 OZ (UP TO 36 OZ) WIC APPROVED CEREAL (NOT INFANT) 1 LB DRIED BEANS/PEAS/LENTILS 2 CONTAINER (12 OZ FROZEN) WIC APPROVED 100% JUICE OR 2 CONTAINER (46 OZ ) WIC APPROVED 100% JUICE 2 GAL WHOLE MILK (HALF GALLON OR GALLON CONTAINERS ONLY) 1 DOZ FRESH EGGS (12 PACK CARTONS ONLY) 1 LB (UP TO 16 OZ) WIC APPROVED CHEESE					AZ WIC USE ONLY  FIRST DATE TO USE: 12/13/2004  DATE OF USE:  ACTUAL \$ AMOUNT \$ CORRECTION ONLY    CASHIER INITIAL LAST DATE TO USE: 01/12/2005 PAY TO THE ORDER OF:  \$  TAX EXEMPT SALE NOT TO EXCEED \$200.00    NOT PAYABLE WITHOUT VENDOR ID STAMP <b>PARTICIPANT: DO NOT SIGN UNTIL TIME OF PURCHASE</b> SIGNATURE AT STORE  CASHIER: DO NOT ACCEPT IF ALREADY SIGNED, MUST MATCH SIGNATURE ON ID FOLDER.	

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Changing the quantity from “1” to “4”

<b>ARIZONA DEPARTMENT OF HEALTH SERVICES WIC PROGRAM</b> 1740 WEST ADAMS, PHOENIX, ARIZONA 85007 NEED HELP? Mon. - Fri. 8 AM - 5 PM, Call 1-800-2525-WIC			<b>MISUSE OF DRAFTS SUBJECT TO STATE OR FEDERAL PROSECUTION. VOID IF ALTERED</b>		DRAFT # <b>2740921</b>	<b>75-1248</b> Payable Through FSMC, <b>919</b> AN AFFILIATE OF SECURITY STATE BANK HOWARD LAKE, MN 55349 ACCT# 802070
AGENCY	CLINIC	PARTICIPANT ID	PARTICIPANT NAME	DRAFT TYPE		
07	23	23000008687	KELLY, KAYLA	002140AA		
2 CONTAINER (12 OZ FROZEN) WIC APPROVED 100% JUICE OR 2 CONTAINER (46 OZ ) WIC APPROVED 100% JUICE 4 GAL WHOLE MILK (HALF GALLON OR GALLON CONTAINERS ONLY) 1 LB (UP TO 16 OZ) WIC APPROVED CHEESE 1 DOZ FRESH EGGS (12 PACK CARTONS ONLY)					AZ WIC USE ONLY  FIRST DATE TO USE: 12/13/2004  DATE OF USE:  ACTUAL \$ AMOUNT \$ CORRECTION ONLY    CASHIER INITIAL LAST DATE TO USE: 01/12/2005 PAY TO THE ORDER OF:  \$  TAX EXEMPT SALE NOT TO EXCEED \$200.00    NOT PAYABLE WITHOUT VENDOR ID STAMP <b>PARTICIPANT: DO NOT SIGN UNTIL TIME OF PURCHASE</b> SIGNATURE AT STORE  CASHIER: DO NOT ACCEPT IF ALREADY SIGNED, MUST MATCH SIGNATURE ON ID FOLDER.	

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## Example of Food Instruments – continued

Changing the last date to use

<b>ARIZONA DEPARTMENT OF HEALTH SERVICES WIC PROGRAM</b> 1740 WEST ADAMS, PHOENIX, ARIZONA 85007 NEED HELP? Mon. - Fri. 8 AM - 5 PM, Call 1-800-2525-WIC			<b>MISUSE OF DRAFTS SUBJECT TO STATE OR FEDERAL PROSECUTION. VOID IF ALTERED</b>		DRAFT # <div style="font-size: large; font-weight: bold;">2740916</div>	75-1248 Payable Through FSNIC, 919 AN AFFILIATE OF SECURITY STATE BANK HOWARD LANE, RM 5534E ACCT# 802070	
AGENCY	CLINIC	PARTICIPANT ID	PARTICIPANT NAME	DRAFT TYPE			
07	23	23000008685	KELLY, KIM	001693AA			
18 OZ (UP TO 18 OZ) PEANUT BUTTER OR 1 LB DRIED BEANS/PEAS/LENTILS 2 CONTAINER (12 OZ FROZEN) WIC APPROVED 100% JUICE OR 2 CONTAINER (46 OZ ) WIC APPROVED 100% JUICE 2 GAL SKIM/NONFAT OR LOWFAT (1%) MILK (HALF GALLON OR GALLON CONTAINERS ONLY) 1 LB (UP TO 16 OZ) WIC APPROVED CHEESE 1 DOZ FRESH EGGS (12 PACK CARTONS ONLY)					AZ WIC USE ONLY		
					FIRST DATE TO USE		12/13/2004
					DATE OF USE		
					LAST DATE TO USE		01/18/2005
					PAY TO THE ORDER OF:		
					ACTUAL \$ AMOUNT \$ CORRECTION ONLY CASHIER INITIAL		
					<div style="font-size: large;">\$</div>		
					TAX EXEMPT SALE NOT TO EXCEED \$200.00 NOT PAYABLE WITHOUT VENDOR ID STAMP		
<b>PARTICIPANT: DO NOT SIGN UNTIL TIME OF PURCHASE</b>							
SIGNATURE AT STORE							
CASHIER: DO NOT ACCEPT IF ALREADY SIGNED. MUST MATCH SIGNATURE ON ID FOLDER. <span style="float: right;">MP</span>							

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**NOTE:** The use of correction fluid (white-out) is considered an alteration of the food instrument. However, food items highlighted or circled are not considered alterations to the food instrument. The Vendor must immediately notify the Department of person(s) presenting food instrument(s), which have been altered.

## Correcting the Dollar Amount

If an error is made in writing in the dollar amount **during** the WIC transaction, the cashier can correct it by doing the following:

- ✓ Draw a single line through the incorrect dollar amount;
- ✓ Write the corrected dollar amount in the “\$ Correction Only” box; and
- ✓ Initial the correction in the “Cashier Initial” box.

**NOTE:** Changes **cannot** be made to the food instrument once the transaction has been completed and the WIC participant/authorized representative has left the store.

<b>ARIZONA DEPARTMENT OF HEALTH SERVICES WIC PROGRAM</b> 1740 WEST ADAMS, PHOENIX, ARIZONA 85007 NEED HELP? Mon. - Fri. 8 AM - 5 PM, Call 1-800-2525-WIC			<b>MISUSE OF DRAFTS SUBJECT TO STATE OR FEDERAL PROSECUTION. VOID IF ALTERED</b>		DRAFT # <b>2740917</b>	<b>75-1248</b> Payable Through FSMC; <b>919</b> AN AFFILIATE OF SECURITY STATE BANK HOWARD LAKE, MN 55349 ACCT# 802070
AGENCY <b>07</b>	CLINIC <b>23</b>	PARTICIPANT ID <b>23000008685</b>	PARTICIPANT NAME <b>KELLY, KIM</b>	DRAFT TYPE <b>000334AA</b>	<b>AZ WIC USE ONLY</b>	<b>FIRST DATE TO USE</b> <b>12/13/2004</b>
<b>2 CONTAINER (12 OZ FROZEN) WIC APPROVED 100% JUICE OR 2 CONTAINER (46 OZ ) WIC APPROVED 100% JUICE 2 GAL SKIM/NONFAT OR LOWFAT (1%) MILK (HALF GALLON OR GALLON CONTAINERS ONLY) 1 LB (UP TO 16 OZ) WIC APPROVED CHEESE 1 DOZ FRESH EGGS (12 PACK CARTONS ONLY)</b>					<b>ACTUAL \$ AMOUNT</b>	<b>LAST DATE TO USE</b> <b>01/12/2005</b>
					<b>\$ CORRECTION ONLY</b> <b>27.56</b>	<b>CASHIER INITIAL</b> <b>KC</b>
					<b>\$ 27.56</b>	
					<b>PAY TO THE ORDER OF:</b>	
<b>TAX EXEMPT SALE NOT TO EXCEED \$200.00</b>					<b>NOT PAYABLE WITHOUT VENDOR ID STAMP</b>	
<b>PARTICIPANT: DO NOT SIGN UNTIL TIME OF PURCHASE</b>						
<b>SIGNATURE AT STORE</b>						
<b>CASHIER: DO NOT ACCEPT IF ALREADY SIGNED, MUST MATCH SIGNATURE ON ID FOLDER.</b>						

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If an error is made in writing the dollar amount during the WIC transaction **DO NOT**:

- ✓ Write over the incorrect number;
- ✓ Scratch out the error so that it cannot be read; or
- ✓ Use correction fluid (white-out) to cover over the error.

**SPECIAL NOTE:** This is one of **only** two areas on the food instrument that can be changed. The other area is the “Date of Use” (see next page). Any other changes made to the food instrument are considered alterations. If the food instrument is considered altered, it will be rejected by the banking contractor and will **NOT** be paid.

## Correcting the Date of Use

If an error is made in writing in the date of use **during** the WIC transaction, the cashier can correct it by doing the following:

- ▽ Draw a single line through the incorrect date;
- ▽ Write the correct date above or below the incorrect date; and
- ▽ Initial the correction next to the correct date.

**NOTE:** Changes **cannot** be made to the food instrument once the transaction has been completed and the WIC participant/authorized representative has left the store.

<b>ARIZONA DEPARTMENT OF HEALTH SERVICES WIC PROGRAM</b> <small>1740 WEST ADAMS, PHOENIX, ARIZONA 85007          NEED HELP? Mon. - Fri. 8 AM - 5 PM, Call 1-800-2525-WIC</small>				<b>MISUSE OF DRAFTS SUBJECT TO STATE OR          FEDERAL PROSECUTION. VOID IF ALTERED</b>		<b>DRAFT #</b> <span style="font-size: 1.2em;">2740920</span>		<b>75-1248</b> Payable Through FPMC <b>919</b> AN AFFILIATE OF SECURITY STATE BANK <small>HOWARD LAKE, MN 55349          ACCT# 802870</small>																																					
AGENCY	CLINIC	PARTICIPANT ID	PARTICIPANT NAME	DRAFT TYPE																																									
07	23	23000008686	KELLY, LEA	000532AA																																									
4 CAN (YELLOW CAN) 14.3 EACH POWDERED ENFAMIL WITH IRON					<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td colspan="2" style="text-align: center;">AZ WIC USE ONLY</td> <td style="text-align: center;">FIRST DATE TO USE</td> <td style="text-align: center;">12/13/2004</td> </tr> <tr> <td colspan="2"></td> <td style="text-align: center;">DATE OF USE</td> <td style="text-align: center;">1/02/05 KB</td> </tr> <tr> <td colspan="2" style="text-align: center;">ACTUAL \$ AMOUNT</td> <td style="text-align: center;">LAST DATE TO USE</td> <td style="text-align: center;">01/12/2005</td> </tr> <tr> <td style="text-align: center;">\$ CORRECTION ONLY</td> <td style="text-align: center;">CASHIER INITIAL</td> <td colspan="2"></td> </tr> <tr> <td colspan="2" style="text-align: center;">\$</td> <td colspan="2" style="text-align: center;">PAY TO THE ORDER OF:</td> </tr> <tr> <td colspan="2" style="text-align: center;">TAX EXEMPT SALE NOT TO EXCEED \$200.00</td> <td colspan="2" style="text-align: center;">NOT PAYABLE WITHOUT VENDOR ID STAMP</td> </tr> <tr> <td colspan="4" style="text-align: center;">PARTICIPANT: DO NOT SIGN UNTIL TIME OF PURCHASE</td> </tr> <tr> <td colspan="4" style="height: 40px; vertical-align: bottom;">SIGNATURE AT STORE</td> </tr> <tr> <td colspan="4" style="text-align: center; font-size: 0.8em;">CASHIER: DO NOT ACCEPT IF ALREADY SIGNED. MUST MATCH SIGNATURE ON ID FOLDER.</td> </tr> </table>					AZ WIC USE ONLY		FIRST DATE TO USE	12/13/2004			DATE OF USE	1/02/05 KB	ACTUAL \$ AMOUNT		LAST DATE TO USE	01/12/2005	\$ CORRECTION ONLY	CASHIER INITIAL			\$		PAY TO THE ORDER OF:		TAX EXEMPT SALE NOT TO EXCEED \$200.00		NOT PAYABLE WITHOUT VENDOR ID STAMP		PARTICIPANT: DO NOT SIGN UNTIL TIME OF PURCHASE				SIGNATURE AT STORE				CASHIER: DO NOT ACCEPT IF ALREADY SIGNED. MUST MATCH SIGNATURE ON ID FOLDER.			
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If an error is made in writing the date of use during the WIC transaction **DO NOT**:

- ▽ Write over the incorrect date;
- ▽ Scratch out the error so that it cannot be read; or
- ▽ Use correction fluid (white-out) to cover over the error.

**SPECIAL NOTE:** This is one of **only** two areas on the food instrument that can be changed. The other area is the “Actual \$ Amount” (see previous page). Any other changes made to the food instrument are considered alterations. If the food instrument is considered altered, it will be rejected by the banking contractor and will **NOT** be paid.

## Answers to Common Questions

We encourage cashiers to complete an Arizona WIC Program Vendor Reporting Card each time a participant/authorized representative or proxy does not follow correct procedures when redeeming WIC food instruments. The problems your cashiers encounter and report will help reduce the number of program errors/abuses committed by the participants/authorized representatives or proxies.

### **Identifying the WIC Customer**

The Arizona WIC Program uses a “one” signature food instrument. The cashier will obtain the participant’s/authorized representative’s signature at the end of the WIC transaction. Therefore, it is critical that the cashier request to see the Arizona WIC Program Identification Folder and Transfer Card or the Proxy Certification form to verify that the person attempting to redeem the WIC food instrument(s) is authorized to do so. The cashier will match the signature obtained in the store at the end of the transaction with one of the signatures (there may be two) on the Arizona WIC Program Identification Folder and Transfer Card or the signature on the Proxy Certification form.

### **Dates on food instruments**

After identification has been verified, cashiers should check the dates on the food instrument(s) being presented. If the dates are not valid, do not continue with the transaction. Refer the participant/authorized representative or proxy to their local WIC clinic.

Food instruments are valid for thirty (30) calendar days or less. The “First Date to Use” on the food instrument is the first day the Vendor may accept the food instrument. The “Last Date to Use” on the food instrument is the last day the Vendor may accept the food instrument. The food instrument is good through 11:59 P.M. of the “Last Date to Use”. Remember, food instruments redeemed before or after the valid dates will **NOT** be paid.

### **WIC Foods – Purchased / Availability**

WIC participants/authorized representatives or proxies may not purchase more than the items and quantities listed on the food instrument, but they may purchase less (**except for infant formula—this is the only WIC food that a participant/authorized representative is required to purchase the entire quantity printed on the food instrument**).

If the store is out of stock of a WIC item a participant/authorized representative or proxy is attempting to purchase, the purchase of the items in stock can be made, but they will lose the items that the store does not have in stock. The cashier may not offer or give the participant/authorized representative a raincheck or allow a substitution of the item(s) listed on the food instrument. The participant/authorized representative may choose to wait to use their food instrument when your store has enough stock or go to a different authorized WIC Vendor. Remember, WIC participants/authorized representatives **must** purchase **all** the infant formula printed on the food instrument.

### **Coupons**

The Arizona WIC Program encourages its participants/authorized representatives to use coupons and sales to reduce food costs so additional participants may be served on the program. The coupon value is deducted from the sale price and no cash or change is exchanged. Proper procedures for accepting coupons, purchasing items on sale and taking advantage of promotional specials are found under Section 5, “When ringing up the WIC transaction, the cashier...” Remember, WIC participants/authorized representatives or proxies **may not** use cents-off, free additional ounces, or buy one, get one free coupons when purchasing infant formula.

Also, Vendors for which more than 50 percent of annual food sales result from WIC sales (per WIC Vendor Provisions of P.L. 108-265) are exempt from the above-mentioned and may not provide any type of incentive items or other free merchandise to WIC Program participants.

## **Participant/Authorized Representative or Proxy Training**

When a participant/authorized representative or proxy attempts to buy unauthorized foods, the cashier may offer assistance by referring them to the Arizona WIC Programs Food List and explain that only authorized foods may be purchased. If necessary, you may call 1-866-737-3935 for assistance. If the participant/authorized representative insists or again attempts to buy the wrong foods, refer the participant/authorized representative or proxy to the local WIC clinic.

Anytime the cashier feels the participant/authorized representative is not following proper WIC procedures or is not treating them courteously, the cashier is encouraged to complete an Arizona WIC Program Vendor Reporting Card. This card is received by the Department and the Department forwards a copy (maintaining the information source confidential) to the participant's/authorized representative's clinic for proper follow-up and training (Refer to Section 5, "Participant Problems"). The participant/authorized representative or proxy problems you encounter and report will help reduce the number of program errors/abuses committed.

## **Signatures**

The last thing a cashier should do before finalizing the WIC sale is to verify that the signature (the signature obtained in the "Signature at store" box on the food instrument) matches either the signature on the ID Folder and Transfer Card or the Proxy Certification form. It does not have to be a carbon copy signature. The two signatures must have the same characteristics. Also, if one of the signatures is missing a middle initial, it should be accepted. However, if the signature and the ID signature have different first or last names, is signed on one item and printed on the other, etc. the cashier should refuse the transaction and refer the participant/authorized representative or proxy to their local WIC clinic. The ID Folder and Transfer Card may have one or two signatures, but the Proxy Certification form will always have only one signature. If the signatures do not match, do not finalize the transaction. Refer the participant/authorized representative or proxy to their local WIC clinic.

If the signature is already on the food instrument at the beginning of the transaction, the cashier should allow the participant/authorized representative to re-sign it. The food instrument can be re-signed one time only and in the presence of the cashier. (Refer to Section 5, "WIC Food Instrument Redemptions").

Cashiers should always make sure they have asked the WIC participant/authorized representative or Proxy to sign the food instrument before they leave the store. The signature is an agreement between the WIC customer and the store that the dollar amount entered is correct and the customer has received the food items listed on the food instrument. Payment will NOT be made if the signature is missing and it may not be obtained after the transaction is completed and the customer has left the store.

## WIC Quiz

Please circle the appropriate responses



The Arizona WIC Program has celebrated over 30 years of working in partnership with local WIC agencies; Arizona authorized WIC Vendors; Arizona Food Marketing Alliance; and two other Arizona WIC Programs (ITCA and Navajo Nation) to improve the health of Arizonans that qualify for program benefits.

1. How does a person qualify for the Arizona WIC Program?
  - a. Must be a woman (pregnant, breastfeeding or less than one year post partum), an infant or a child (up to 5 years of age).
  - b. Must have a low to moderate income.
  - c. Must have a health and/or nutritional risk identified.
  - d. All of the above.
2. At the clinic WIC participants will receive nutrition education, health services and food instruments that contain a prescribed food package, what is the Vendor's role in this process?
  - a. Cash the food instrument for food items that the customer selects.
  - b. Fill the food instrument (prescription) *exactly* as prescribed.
  - c. Inform the participant that they should get a job.
  - d. All of the above.
3. In order to participate as an authorized Arizona WIC Program Vendor, an applicant must have a fully executed written contract. What are some items that the contract can provide?
  - a. An explanation of the rights and responsibilities of both parties that signed.
  - b. The term of the contract.
  - c. Retail outlets for WIC participants.
  - d. All of the above.
4. What is the benefit of having an Arizona WIC Programs Food List at the cash register?
  - a. It contains only the types and brands of foods allowed.
  - b. It specifies items that cannot be purchased.
  - c. It has pictures of food items that are authorized for WIC.
  - d. All of the above.

5. Situation: A WIC participant/authorized representative shows up at your register to redeem their food instrument. Your store has an automated system in place where all you need to do is punch a button to inform the register that this is a WIC transaction and it will prompt you to verify all appropriate items to ensure that this sale is valid. You scan an item that the register says is not an authorized item, however, the customer says that according to their food list, it is authorized. How would you handle this situation?
  - a. Tell the customer that according to your register it is not authorized and insist that they select another item.
  - b. Check the Arizona WIC Programs Food List to verify the discrepancy and go with the food list.
  - c. Cancel the sale and instruct them to shop elsewhere.
  - d. All of the above.
6. If a WIC participant/authorized representative is allowed to purchase an unauthorized item, what consequences may occur?
  - a. The food instrument may be rejected for payment.
  - b. The store can be disqualified from participation in the program for one (1) calendar year.
  - c. The participant will not receive the appropriate nutritional benefit from the WIC Program.
  - d. All of the above.
7. An authorized Vendor must complete a Semi-Annual Price/Stock Report. When should this report be submitted to the Department?
  - a. March 15<sup>th</sup>.
  - b. September 15<sup>th</sup>.
  - c. May submit when there has been a wholesale price increase.
  - d. All of the above.
8. When sending the completed Semi-Annual Price/Stock Report into the Department, what part is most frequently forgotten?
  - a. The last page of the stock report.
  - b. The certification page.
  - c. The formula items.
  - d. All of the above.
9. Who is exempt from the Semi-Annual Price/Stock Report process?
  - a. Anyone who does not have time to complete it.
  - b. Commissaries.
  - c. Pharmacies that are contracted to provide only special infant formulas.
  - d. All of the above.

10. The food instrument is a food prescription that the Vendor fills exactly as prescribed. It is deposited in the Vendor's sole authorized bank account for payment. How many types of food instruments does the Arizona WIC Program generate?
- a. 1.
  - b. 3.
  - c. 5.
  - d. 7.
11. What is the first thing that you will verify when a WIC participant/authorized representative hands you their food instrument for redemption?
- a. The food items are authorized.
  - b. The person is there within valid dates.
  - c. The signatures match.
  - d. The coupons relate to their WIC items.
12. What form(s) of identification are acceptable for the Arizona WIC customer?
- a. Arizona WIC Program ID Folder and Transfer Card or Proxy Certification form.
  - b. Driver's License or Bank guarantee card.
  - c. Fingerprint.
  - d. All of the above.
13. The number one reason that food instruments reject for payment is?
- a. Missing the Vendor identification Stamp.
  - b. Missing the signature.
  - c. Altered.
  - d. Dollar amount too high.
14. When a food instrument rejects for payment, the Vendor....
- a. Loses the money for those food items and has no recourse.
  - b. Can send the food instrument in to the Department for a second level review to determine if they can get all, part or none of their money.
  - c. Can be disqualified from participation in the WIC program
  - d. All of the above.

15. If a Vendor is having redemption problems with WIC program customers, what can they do to get some assistance in correcting these problems?
  - a. Threaten them.
  - b. Fill out the Arizona WIC Program Vendor Reporting Card.
  - c. When you are in a Vendor training session, complain about them.
  - d. All of the above.
16. All authorized Vendors are monitored to ensure that they are complying with the WIC program's rules, regulations and procedures. What are some of the various ways that a WIC Vendor may be monitored?
  - a. Vendor site Review.
  - b. Rejected Food Instrument Report
  - c. Compliance investigations.
  - d. All of the above.
17. All the information that a Vendor may need to remain in compliance with the Arizona WIC Program Vendor contract can be found in the ...
  - a. Arizona WIC Program Vendor Manual.
  - b. Arizona WIC Program Vendor Contract.
  - c. Arizona WIC Program Policy and Procedure Manual.
  - d. All of the above.
18. When monitoring activities are conducted, the Department or Contractor will look for WIC program errors or abuses...
  - a. Found under the Violations and Sanctions section of the Vendor Manual.
  - b. Stories that the WIC participant/authorized representative make up.
  - c. Based on anonymous complaints.
  - d. All of the above.
19. If a Vendor allows a WIC compliance investigator to purchase unauthorized foods several times, this violation is a ...
  - a. Department Sanction, which results in an administrative fine.
  - b. Mandatory Sanction, which results in a one-year disqualification.
  - c. Mandatory Sanction, which results in a civil money penalty.
  - d. Food Stamp Disqualification.
20. If adverse action is taken against a Vendor, the levels of appeal for that Vendor include which of the following?
  - a. Letter of apology.
  - b. Written corrective action plan.
  - c. Fair hearing / Informal settlement conference.
  - d. All of the above.

## WIC Quiz – Answer Key

The Arizona WIC Program has celebrated over 30 years of working in partnership with local WIC agencies, Arizona authorized WIC Vendors, Arizona Food Marketing Alliance and two other Arizona WIC Programs (ITCA and Navajo Nation) to improve the health of Arizonans that qualify for program benefits.



1. How does a person qualify for the Arizona WIC Program?
  - a. Must be a woman (pregnant, breastfeeding or less than one year post partum), an infant or a child (up to 5 years of age).
  - b. Must have a moderate income.
  - c. Must have a health and/or nutritional risk identified.
  - d. All of the above.

**Answer is (d) All of the above.**

2. At the clinic WIC participants will receive nutrition education, health services and food instruments that contain a prescribed food package, what is the Vendor's role in this process?
  - a. Cash the food instrument for food items that the customer selects.
  - b. Fill the food instrument (prescription) *exactly* as prescribed.
  - c. Inform the participant that they should get a job.
  - d. All of the above.

**Answer is (b) Fill the food instrument (prescription) *exactly* as prescribed.**

3. In order to participate as an authorized Arizona WIC Program Vendor, an applicant must have a fully executed written contract. What are some items that the contract can provide?
  - a. An explanation of the rights and responsibilities of both parties that signed.
  - b. The term of the contract.
  - c. Retail outlets for WIC participants.
  - d. All of the above.

**Answer is (d) All of the above.**

4. What is the benefit of having an Arizona WIC Programs Food List at the cash register?
  - a. It contains only the types and brands of foods allowed.
  - b. It specifies items that cannot be purchased.
  - c. It has pictures of food items that are authorized for WIC.
  - d. All of the above.

**Answer is (d) All of the above.**

5. Situation: A WIC participant/authorized representative shows up at your register to redeem their food instrument. Your store has an automated system in place where all you need to do is punch a button to inform the register that this is a WIC transaction and it will prompt you to verify all appropriate items to ensure that this sale is valid. You scan an item that the register says is not an authorized item, however, the customer says that according to their food list, it is authorized. How would you handle this situation?
- a. Tell the customer that according to your register it is not authorized and insist that they select another item.
  - b. Check the Arizona WIC Programs Food List to verify the discrepancy and go with the food list.
  - c. Cancel the sale and instruct them to shop elsewhere.
  - d. All of the above.

**Answer is (b) Check the Arizona WIC Programs Food List to verify the discrepancy and go with the food list.**

6. If a WIC participant/authorized representative is allowed to purchase an unauthorized item, what consequences may occur?
- a. The food instrument may be rejected for payment.
  - b. The store can be disqualified from participation in the program for one (1) calendar year.
  - c. The participant will not receive the appropriate nutritional benefit from the WIC Program.
  - d. All of the above.

**Answer is (d) All of the above.**

7. An authorized Vendor must complete a Semi-Annual Price/Stock Report. When should this report be submitted to the Department?
- a. March 15<sup>th</sup>.
  - b. September 15<sup>th</sup>.
  - c. May submit when there has been a wholesale price increase.
  - d. All of the above.

**Answer is (d) All of the above.**

8. When sending the completed Semi-Annual Price/Stock Report into the Department, what part is most frequently forgotten?
- a. The last page of the stock report.
  - b. The certification page.
  - c. The formula items.
  - d. All of the above.

**Answer is (b) The certification page.**

9. Who is exempt from the Semi-Annual Price/Stock Report process?
- a. Anyone who does not have time to complete it.
  - b. Commissaries.
  - c. Pharmacies that are contracted to provide *only* special infant formulas.
  - d. All of the above.

**Answer is ( c ) Pharmacies that are contracted to provide *only* special infant formulas.**

10. The food instrument is a food prescription that the Vendor fills exactly as prescribed. It is deposited in the Vendor's sole authorized bank account for payment. How many types of food instruments does the Arizona WIC Program generate?
- a. 1.
  - b. 3.
  - c. 5.
  - d. 7.

**Answer is (a) 1.**

11. What is the first thing that you will verify when a WIC participant/authorized representative hands you their food instrument for redemption?
- a. The food items are authorized.
  - b. The person is there within valid dates.
  - c. The signatures match.
  - d. All of the above.

**Answer is (b) The person is there within valid dates.**

12. What form(s) of identification are acceptable for the Arizona WIC customer?
- a. Arizona WIC Program ID Folder and Transfer Card or Proxy Certification form.
  - b. Driver's License or Bank guarantee card.
  - c. Fingerprint.
  - d. All of the above.

**Answer is (a) Arizona WIC Program ID Folder and Transfer Card or Proxy Certification form.**

13. The number one reason that food instruments reject for payment is?
- a. Missing the Vendor identification Stamp
  - b. Missing the signature.
  - c. Altered.
  - d. Dollar amount too high.

**Answer is (a) Missing the Vendor identification Stamp.**

14. When a food instrument rejects for payment, the Vendor ...
- a. Loses the money for those food items and has no recourse.
  - b. Can send the food instrument in to the Department for a second level review to determine if they can get all, part or none of their money.
  - c. Can be disqualified from participation in the WIC program.
  - d. All of the above.

**Answer is (b) Can send the food instrument in to the Department for a second level review to determine if they can get all, part or none of their money.**

15. If a Vendor is having redemption problems with WIC program customers, what can they do to get some assistance in correcting these problems?
- a. Threaten them.
  - b. Fill out the Arizona WIC Program Vendor Reporting Card.
  - c. When you are in a Vendor training session, complain about them.
  - d. All of the above.

**Answer is (b) Fill out the Arizona WIC Program Vendor Reporting Card.**

16. All authorized Vendors are monitored to ensure that they are complying with the WIC program's rules, regulations and procedures. What are some of the various ways that a WIC Vendor may be monitored?
- a. Vendor Site Review.
  - b. Rejected Food Instrument Report.
  - c. Compliance investigations.
  - d. All of the above.

**Answer is (d) All of the above.**

17. All the information that a Vendor may need to remain in compliance with the Arizona WIC Program Vendor Contract can be found in the ...
- a. Arizona WIC Program Vendor Manual.
  - b. Arizona WIC Program Vendor Contract.
  - c. Arizona WIC Program Policy and Procedure Manual.
  - d. All of the above.

**Answer is (d) All of the above.**

18. When monitoring activities are conducted, the Department or contractor will look for WIC program errors or abuses...

- a. Found under the Violations and Sanctions section of the Vendor Manual.
- b. Stories that the WIC participant/authorized representative make up.
- c. Based on anonymous complaints.
- d. All of the above.

**Answer is (a) Found under the Violations and Sanctions section of the Vendor Manual.**

19. If a Vendor allows a WIC compliance investigator to purchase unauthorized foods several times, this violation is a ...

- e. Department Sanction, which results in an administrative fine.
- f. Mandatory Sanction, which results in a one-year disqualification.
- g. Mandatory Sanction, which results in a civil money penalty.
- d. Food Stamp Disqualification.

**Answer is (b) Mandatory Sanction, which results in a one-year disqualification**

20. If adverse action is taken against a Vendor, the levels of appeal for that Vendor include which of the following?

- a. Letter of apology.
- b. Written corrective action plan.
- c. Fair hearing / Informal settlement conference.
- d. All of the above.

**Answer is ( c ) Fair hearing/Informal settlement conference.**

## ARIZONA WIC PROGRAM LOCAL AGENCY DIRECTORY

You or your staff can identify which local WIC office to call by matching the first two numbers in the upper-left corner of the WIC food instrument, (local agency box) with the two numbers to the left of each address below.

01	<b>Apache County WIC Program</b> P.O. Box 974, Springerville, AZ 85938	Anne Staffnik	(928) 333-2218
02	<b>Cochise County WIC Program</b> 1415 West Melody Ln, Bldg. A, Bisbee, AZ 85603-3090	Carol Moore	(520) 432-9472
03	<b>Coconino County WIC Program</b> 2625 North King St., Flagstaff, AZ 86004	Lorraine Ornelas	(928) 522-7850
04	<b>Gila County WIC Program</b> 1400 East Ash, Globe, AZ 85501	Kristie Studdard	(928) 474-1210
05	<b>Graham County WIC Program</b> 820 West Main St., Safford, AZ 85546	Rochelle Figueroa	(928) 428-7690
06	<b>Greenlee County WIC Program</b> Courthouse at 5 <sup>th</sup> and Leonard St., Clifton, AZ 85533	Shelly Patton	(928) 865-2601
07	<b>Maricopa County WIC Program</b> 1414 West Broadway, Suite 237, Tempe, AZ 85282	Steve Buckles	(480) 966-3090 ext. 219
08	<b>Mohave County WIC Program</b> 318 North 5 <sup>th</sup> St, Kingman, AZ 86401	Carol Matthews	(928) 753-0794 ext. 4319
09	<b>Navajo County WIC Program</b> 117 East Buffalo St., Holbrook, AZ 86025	Mary Flynn Tyler	(928) 524-4750
10	<b>Pima County WIC Program</b> 6920 East Broadway, Suite H, Tucson, AZ 85710	Rebecca Melland	(520) 721-8475
11	<b>Pinal County WIC Program</b> 188 S. Main, Coolidge, AZ 85228	Rosanna Ringer	(520) 866-7313
13	<b>Yavapai County WIC Program</b> 930 Division St., Prescott, AZ 86301	Peter Schlichting	(928) 771-3138
14	<b>Yuma County WIC Program</b> 2200 W. 28 <sup>th</sup> St., Yuma, AZ 85364	Kathy Lohrenz	(928) 317-4500
17	<b>Cocopah Tribe WIC Program</b> Ft. Yuma Indian Hospital, Yuma, AZ 85366	Nancy Brown	(760) 572-4218
27	<b>Marana WIC Program</b> 13644 N. Sandario Ro., Marana, AZ 85653	Christine Winters	(520) 616-6209
28	<b>Clinica Adelante, Inc. WIC Program</b> 16551 N. Dysart Rd., Suite 104A, Surprise, AZ 85374	Debbie Polisky	(623) 583-3001
29	<b>El Rio Santa Cruz WIC Program</b> 839 W. Congress St., Tucson, AZ 85745	Josefa Renteria	(520) 670-3772
30	<b>Mariposa WIC Program</b> 1520 N. Hohokam Dr., Nogales, AZ 85621	JoJean Elenes	(520) 281-2860

Arizona Department of Health Services  
Office of Chronic Disease Prevention and Nutrition Services  
Vendor Management Team  
150 North 18<sup>th</sup> Avenue, Suite 310  
Phoenix, Arizona 85007  
1 (866) 737-3935